Missouri Department of Health and Senior Services
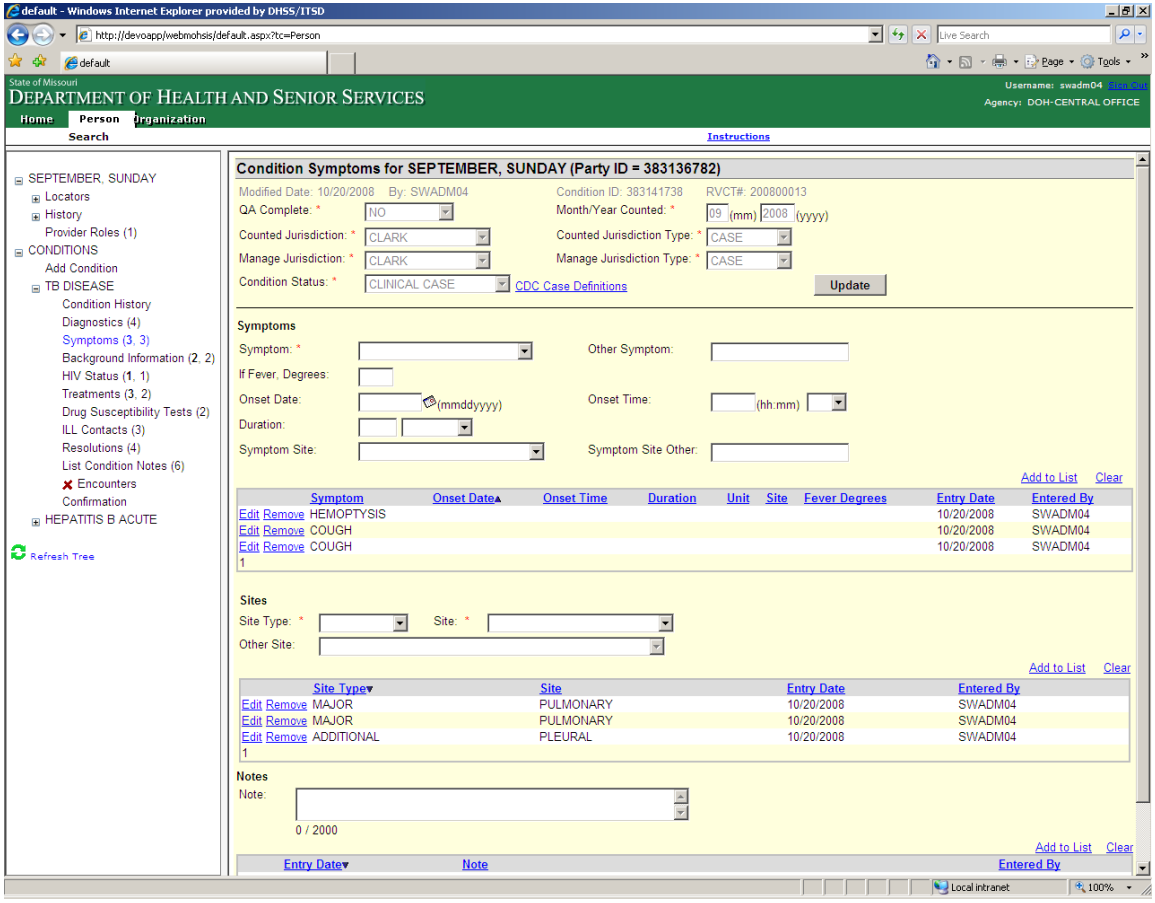## Division of Community and Public Health
Bureau for Communicable Disease Control & Prevention
WebSurv Application
Known Issues and Workarounds

Description of Issue	Workaround	Date
Known Issue 1 Party Reconciliation – When two parties are reconciled, the secondary party records (allergies, blood or tissue, degrees, factors, hospitalizations, identifiers, locators, medications, names, notes, pregnancy, roles, travel, and weights) will be updated with the new party id. This may cause "duplicate" values to be reported for the same person or organization.	An ADMIN user may view the person or organization screens and remove any duplicate values.	10/09/08

Screen Shot of Known Issue 1

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Known Issue 2 Condition Reconciliation – When two parties are reconciled, the secondary condition records (contacts, encounters, factors, notes, etc.) will be updated with the new party id. This may cause "duplicate" values to be reported for the same condition.	An ADMIN user may view the condition screens and remove any duplicate values.	10/22/08

Screen Shot of Known Issue 2

| **Known Issue 3**
When a user clicks on the treeview without saving the data in the right frame, the data will be lost. | This is a training issue – No workaround. | 06/15/09 |

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Known Issue 4 Runtime error on the ENCOUNTERS screen on TB conditions. We have looked into it and it has to do with the treatments that have been entered for the condition. If there are multiple treatments, when the user goes to the encounter screen, they may get the run time error.	If a user gets a runtime error on the encounter screen, the users will need to keep track of what encounters they have not entered and enter them after the next release.	07/07/09 RESOLVED 09/21/09
Known Issue 5 Runtime error on ILL contacts screen. There is an issue with the OTHER ASSOCIATED CONTACTS question.	Select YES for the OTHER ASSOCIATED CONTACTS question on the CONDITION screen or Select Yes for the OTHER ASSOCIATED CONTACTS question on the ILL CONTACTS screen and SAVE. Then go to the ILL CONTACTS screen and enter the contacts.	07/10/09 RESOLVED 09/21/09
Known Issue 6 Duplicate person records entered through the MOHSAIC search and selection. When a user clicks on the name of the person returned in the MOHSAIC search, it takes the system a couple of seconds to call the procedure to insert the person into Websurv. If the user clicks on the person name again, it will add it twice.	Users will be cautioned about this during training. Note: The persons records will be reconciled automatically when we implement party match because they will have identical name, DOB, sex, etc	08/2009
Known Issue 7 Click on Print CD1 returns error "Failed to Open Report" This is related to the Crystal Engine used by .Net. Server can be restarted.	Server can be restarted. If error occurred late in the day, we ask that users wait until the next day to print. (Other applications are on the same server.)	08/2009

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Known Issue 8 Search Person, Search MOHSAIC, Click to Add Person to Surveillance. Cancel Add Person to Surveillance. Click on page number in MOHSAIC results and error is returned.	Clear search and research. Do not click the Add Person to Surveillance button. Navigate through the MOHSAIC search results pages.	08/2009 Resolved 02/08/2010
Known Issue 9 Person, Search - Locator, The Locator Search does not include all addresses in the search. The common address package stores "non standardized" addresses in the ADDRESS_1 field. It does not store the address in the individual fields (STREET_NUMBER, STREET_NAME, Rural Route,etc).	None at this time (Note added to page to alert the user.)	12/2009
Known Issue 10 Ill contact records show in count but not in the grid. The contact party id is being lost and gets set to -1 or O which are not survweb_party_ids.	Contact your regional program staff and ask that the "bad" contact be removed. Then add the contact again. Scheduled to be fixed in next release (end of May)	03/29/10 Resolved 05/28/10
Known Issue 11 Condition Tests/Diagnostics records not saving. The SPECIMEN SOURCE has both a TEXT value and a CODE value. The Code is used for CDC reporting. CDC has changed the code from a 3 digit value to a longer value which also contains characters. The application is currently looking for the 3 digit value. (Occurs only for TB DISEASE, TB INFECTION, and MOTT conditions because these fields are only available when the condition is one of those.)	Do not enter SPECIMEN SOURCE. Scheduled to be fixed in next release (end of May)	04/26/10 Resolved 05/28/10

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Known Issue 12 ALL GRIDS with multiple paging – When the user clicks Edit in the grid row, Replace is shown above the grid but Cancel is not shown in the first column of the row; Edit remains.	To cancel the edit, click the CANCEL button at the bottom which reloads the screen or click Edit in another row which displays the information in the new row.	06/01/10
Known Issue 13 The Condition Screen has a link to REMOVE the REPORTER. When a user removes the reporter and then searches and selects another reporter and SAVEs. It returns the Data Saved Screen but it is not saving the new reporter. The issue also occurs when Investigators are removed on the condition screen. When the reporter is blank, the case report displayed through the Print CD1 link does not contain any information. Note: This procedure adds a note to the condition that captures the reporter / investigator that was removed.	Please use the following steps when removing reporters or investigators and selecting new reporters or investigators: 1) Remove reporter 2) Search and select new reporter 3) Click Save 4) Data Saved Screen Returned – Click on Condition Name in tree. 5) Search and select new reporter. 6) Click Save 7) Data Save Screen Returned. 8) Click on Condition Name in Tree to verify that new reporter was saved. 9) Click the Print CD1 link to view the Case Report	07/21/10
Known Issue 14 Runtime error when associating ILL contacts to a condition on a person without a date of birth with date of exposure or date of onset included. The system is running a validation to assure that the date of exposure or the date of onset is not prior to the person's date of birth. The coding to skip this if the person's date of birth is null has not been included which results in the runtime error.	When adding ill contacts to the condition on a person without a date of birth, do NOT include the date of exposure or the date of onset.	7/27/10

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Description of Issue	Workaround	Date
Next Item		

WebSurv Reports Known Issues (no workaround)

Known Issue: LATEST RESOLUTION shows ACTIVE but the condition has been CLOSED. In MOHSIS, the user was allowed to CLOSE the condition at the confirmation popup. At save, both the active and closed resolution records were inserted. The resolution records contain the same ENTRY DATETIME so the system cannot determine the latest. In addition, WebSurv allows users to enter a resolution date that is prior to the Active Resolution date. RESOLUTION The LATEST_RESOLUTION will be populated with the resolution from the record with the latest entry_datetime. However, if the entry_datetime are identical, it will take the CLOSED resolution.	RESOLVED 9/21/09
Known Issue: LATEST RESOLUTION shows ACTIVE but the condition has been CLOSED. In addition, WebSurv allows users to enter a resolution date that is prior to the Active Resolution date so the Latest record is the active record instead of the closed record. A validation is being added "CLOSED RESOLUTION DATE CANNOT BE PRIOR TO ACTIVE RESOLUTION DATE."	10/01/09 Resolved 02/08/2010

7/29/10